

# MASOOD RIAZ

Dubai, UAE • +00971 55 3972261 • [masoodriaz919@gmail.com](mailto:masoodriaz919@gmail.com)



## Position Applied for: Customer Service Representative

### Summary:

Highly motivated and customer-focused individual with excellent communication and problem-solving skills seeking a position as a Customer Service Representative. I am dedicated to providing outstanding service and building positive relationships with customers to ensure their satisfaction and loyalty.

### Key Skills

- Office Management
- Deliverable tracking
- Policy adherence
- Team management
- Attention to detail
- Project Management
- Multitasking Ability
- Time management
- Problem-solving
- Administrative coordination
- Spreadsheet generation and updating
- SharePoint administration
- Stakeholder coordination
- Financial administration
- Compliance management
- Documentation and reporting
- Communication and interpersonal skills
- Database Management Skills

### Professional History – 17 Years

| Organization  | Projects   | Designation                                      | Period               | No. of years |
|---|--|--|----------------------|--------------|
| Allied Services International (Pvt.) Limited                    | Engaged in Overseas Recruitment & Regional FM Coordinator  | Customer Service Representative                  | Apr 2022 to Apr 2023 | 01 Year      |
| Qcon-Qatar Engineering & Construction company W.L.L.            | SHELL QATAR- QSGTL MTA3 And QATARGAS TRAIN 6&7 & AKG-2   | Administration Officer                           | Oct 2021 to Mar 2022 | 6 Months     |
| Laing O'Rourke/Crown House Technology(MEP Division) Head Office | JUMMEIRAH GOLF ESTAES PROJECT DUBAI, MOTIONGATE DREAMWORKS PARKS AND RESORTS, PREMIER INN HOTEL DUBAI, AL MARAYA ISLAND ABU DHABI, AI WASL HOTEL PROJECT – DUBAI EXPO 2020 | Office Manager / Customer Service Representative | Jan 2008 to Mar 2019 | 15.5 Years   |
| Laing O'Rourke Middle East Ltd                                  | ATLANTIS ROYAL TOWER HOTEL, THE PALM JUMEIRAH, DUBAI   | Site Administration                              | Jan 2006 to Dec 2007 |              |
| Laing O'Rourke Middle East Ltd                                  | DUBAI INTERNATIONAL AIRPORT EXPANSION – CONCOURSE 2, TERMINAL 3 & CARPARK  | Site Administration                              | Oct 2003 to Dec 2005 |              |

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## Summary of Experience

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- With more than 15 years of experience in customer service roles, with a proven track record of meeting and exceeding customer expectations.
- Strong verbal and written communication skills, allowing for effective interaction with customers through various channels, including phone, email, and live chat.
- Exceptional problem-solving abilities, with a focus on finding timely and satisfactory resolutions to customer issues and concerns.
- Excellent active listening skills, enabling the ability to understand customer needs and provide appropriate solutions.
- Proficient in using customer service software and tools, including CRM systems and helpdesk applications.
- Ability to work well under pressure in a fast-paced environment, while maintaining a professional and positive attitude.
- Proven ability to work collaboratively in a team setting and provide support to colleagues when needed.
- Strong organizational and time management skills, ensuring the ability to handle multiple tasks and prioritize effectively.
- Responded to customer inquiries and provided information about products, services, and company policies in a courteous and professional manner.
- Assisted customers in troubleshooting technical issues, providing step-by-step instructions, and escalating complex problems to the appropriate departments when necessary.
- Handled customer complaints and concerns, addressing them promptly and effectively to ensure customer satisfaction and maintain a positive brand image.
- Processed orders, returns, and exchanges, ensuring accuracy and efficiency in all transactions.
- Managed and maintained customer accounts, updating information and resolving account-related issues.
- Collaborated with cross-functional teams, including sales and technical support, to ensure seamless customer experiences and resolve complex issues.
- Met and exceeded monthly performance targets, including average handling time, customer satisfaction scores, and first-call resolution rates.
- Assisted customers with product selection, providing detailed information about features, pricing, and promotions.
- Handled a high volume of incoming calls, addressing customer inquiries, and resolving issues in a timely and professional manner.

- Provided support in managing the company's social media platforms, responding to customer comments and messages promptly and professionally.
- Participated in regular training sessions to stay updated on product knowledge, customer service techniques, and company policies.
- Collaborated with team members to develop and implement process improvements to enhance the overall customer experience.

### Expertise

- Excellent verbal and written communication skills
- Strong problem-solving abilities
- Active listening skills
- Proficiency in customer service software and tools
- Ability to work under pressure
- Teamwork and collaboration
- Organizational and time management skills

### Academic Qualification

- Post Graduate Diploma in Business Administration from University of Punjab, Lahore
- B.Sc (Pre-Engineering) from University of Punjab, Lahore

### Training & Courses

- Time Management (Dubai Institute of Business Management)
- Management Development Program
- Essential Managerial Skills (Dubai Institute of Business Management)
- Environmental Awareness Course
- IOSHH 2 Days Safety Training
- Software knowledge – Aconex, Asite, Coins, LMS (Learning Management System)
- QSGTL MTA3 – HSSE Training Passport
- QATARGAS Safety Training Card Contractor

### Achievements & Honors

- Certificate of Appreciation from General Manager / HSE Manager – Qcon on 3<sup>rd</sup> March 2022
- Become the Best Recognition Certificate – Shell Qatar on Feb 2022
- Certificate of Appreciation from SD Manager / HSE Manager – Qcon on March 2022

### Personal Information

- Visa Status: Visit Visa
- Marital Status: Married
- Driving License: UAE, Pakistan
- Languages: English, Urdu, Punjabi